GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA

UNSTARRED QUESTION NO:703
ANSWERED ON:21.07.2016
On-Time Performance of Air India
Kothapalli Smt. Geetha

Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether Air India"s on-time performance has been the poorest among all airlines in the country, if so, the details thereof for the last six months, airline-wise;

(b) whether the pilots are reporting late due to various reasons including traffic jams and recently one Union Minister has expressed his displeasure on performance of Air India, if so, the details thereof;

(c) whether the Government has ordered any enquiry on late reporting of pilots, if so, the details thereof and the action taken thereon; and

(d) the steps being taken by the Government to avoid such inconvenience to the passengers at airports?

Answer

Minister of State in the Ministry of CIVIL AVIATION

(Shri Jayant Sinha)

(a): No, Madam. On-Time Performance (OTP) of scheduled domestic airlines including Air India, for four metro airports viz. Bangalore, Delhi, Hyderabad and Mumbai for the last six month is as annexed.

(b) and (c): Pilots report by the stipulated reporting time for their flights and any delay in their reporting is investigated and required action is taken. In the case of AI-544 of 28th June, 2016 the Pilot of the flight was stuck in traffic jam in Gurgaon. The company transport was sent for Pilot"s pickup well before time, but was stuck in traffic jam and when the pilot was informed about his pickup status, he decided to come to the airport by his own transport but he also got held up in traffic jam and thereby got delayed for his scheduled flight.

(d): In case of flight delays/cancellation/ denied boarding, airlines are required to provide facilitation / compensation to the air travelers as per the conditions specified in Civil Aviation Requirements, Section-3, Series - M, Part - IV issued by DGCA.